

## OFFICE OF JOINT COMPUTER SUPPORT

25X1A

PERSONNEL

INSTRUCTION [REDACTED]  
19 September 1975

25X1A

RESCISSION: OJCS Notice [REDACTED] dated 16 May 1975

GRIEVANCE PROCEDURE

STATINTL

REFERENCE: [REDACTED]

1. Purpose

The purpose of this Instruction is to outline the procedures for handling grievances in the Office of Joint Computer Support.

2. Policy

It is the policy of this Office that every attempt will be made to solve all complaints before the employee feels compelled to file a formal grievance. If any employee feels that his grievance has not been resolved in this manner, he may file a formal grievance which will be handled without prejudice to him.

3. Procedures

a. Within this Office, the supervisor should be aware of problem areas that might lead to grievance action on the part of an employee. At the same time, the employee has an obligation to bring to the attention of supervisors items that in his opinion require some type of corrective action, either by the supervisor or some other appropriate Agency official. It will be the responsibility of the supervisor to review the complaint and to obtain the facts pertaining to the employee's particular problem. If the supervisor agrees with the complaint and has the authority to take corrective action, he will do so. If he disagrees or lacks authority to eliminate the causes behind the complaint, he will forward the matter to the next higher level with his recommendation.

b. In the event any employee is dissatisfied with the resolution of his grievance within his Division, the Executive Officer, OJCS, will be the primary focal point for a grievance that is to be brought to my attention. The Executive Officer has been granted considerable authority to act on my behalf in this area. He may resolve the situation by himself, or he may recommend to me any action he deems appropriate, including a recommendation that a special review panel be convened to adjudicate the problem. After reviewing all the facts in the case, I will inform the employee of my determination.

c. After exhausting all Office sources for airing his grievance, the employee may wish to pursue the grievance procedure outside the Office. The Director of Personnel has been given the responsibility for reviewing all grievances not satisfied within any one of the Directorates. If the employee is still dissatisfied, he may submit an appeal, through the Inspector General, to the Director of Central Intelligence, whose decision is final.

d. Supervisors will give adequate supervisory attention to potential problems at the earliest indication of their existence. Any grievance received by a supervisor will be given immediate attention to ensure that all problems receive expeditious responses and appropriate corrective action.

STATINTL



HARRY E. FITZWATER  
Director of Joint Computer Support

DISTRIBUTION: All OJCS Employees

RETENTION : Permanent